

**Child Care Solutions, Inc.  
Position Description**

**Team: Regulatory Services**

**Title: Registrar II  
Status: Non-Exempt**

**Updated: August 2023**

**Reporting Relationships:**

Reports to: **Registration Coordinator**

**Summary Description:**

Registrars are responsible for implementing the registration process for school-age and family child care programs in Onondaga County. Level II Registrars have the added responsibility of leading complaint investigations. Registrars incorporate the perspectives of multiple communities, including communities of color, in consideration of the impacts and outcomes of their work

**Essential Functions:**

1. Implements school-age and family child care registration activities in Onondaga County, working under the auspices of the NYS Office of Children & Family Services (NYS OCFS) Division of Child Care Services (DCCS) through a sub-contract with the Onondaga County Department of Social Services (DSS).
2. Carries out Registration contract responsibilities including:
  - assisting registered school-age and family child care programs with the application and renewal process;
  - providing preliminary review and approval of applications and renewals;
  - timely entry of data and documentation into the NYS OCFS CCFS database;
  - performing inspections and sign-off for newly registering programs;
  - performing random, unannounced compliance visits;
  - performing complaint investigations and overseeing compliance plans;
  - responding to parent inquiries regarding complaint and violation histories of registered school-age and family child care programs;
  - providing technical assistance to prospective and current registered child care providers.
3. Meets all Registration contract performance standards and timelines.
4. Acts as lead for investigations involving child abuse and/or maltreatment allegations and violations along with other partnering agencies;
5. Acts as lead for complaint investigations involving allegations defined as serious and/or imminent danger by the NYS OCFS;
6. Assists Level III Registrar and Registration Coordinator to carry out enforcement actions and activities for providers and programs with repeat and/or serious violations;
7. Provides in-person, telephone, and on-site; technical assistance, intensive technical assistance, training, and consultation to providers and program staff on a variety of issues related to child care operation and regulations.
8. Is knowledgeable of, and makes referrals to, other community resources as needed to promote best practice in early childhood and compliance with applicable laws and regulations.
9. Maintains accurate, ongoing, positive communication with school-age child care and family child care providers and prospective providers regarding the regulatory process.

10. Works with other agency members to ensure that agency databases include current and accurate listings for the family child care providers operating in our service area.
11. Stays current with NYS regulations and child care best practices.
12. May be assigned to attend agency and community events that include provider participants.
13. Participates in outreach efforts to inform the community about Child Care Solutions and its services.
14. Assists in collecting feedback and data to inform agency services assessment.
15. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time.

**Qualifications:**

**Education:** Bachelor's Degree in Early Education, Human Services, Social Work or related field or equivalent education and experience

**Experience:** Requires 2 years' experience working in family child care, school-age or other child care settings. Requires 1-2 years of experience as a Registrar/Licensor or other experience in program monitoring, compliance, and enforcement of applicable laws and regulations.

**Competencies:** Effective oral and written communication, knowledge of child care operation, regulations and best practices, high level of accuracy and organization, moderately proficient in use of MS Office and/or other databases, strong customer service skills, knowledge of community resources and ability to work with people from a wide range of economic, ethnic and cultural backgrounds

**Level of responsibility:** Carries out above duties and responsibilities with minimal supervision, exercises discretion and independent judgment.

**Working Conditions:**

**Schedule:** Generally 8:30 AM – 4:30 PM; requires flexibility, occasional evening and weekend hours

**Environment:** Agency's offices and onsite home visits

**Travel:** Local travel throughout Onondaga County, some regional meetings, conferences or training events

**Customer Responsibilities:** Extensive contact with family child care and school-age providers, some contacts with children and parents; frequent service collaborations with other Child Care Solutions teams; frequent contact with NYS Office of Children & Family Services representatives

**Physical Requirements:**

- Manual dexterity sufficient for frequent use of telephone, keyboard, calculator and other office equipment
- Ability to receive and convey detailed information
- Ability to sit at a desk for 6 - 7 hours per day
- Moderate physical exertion: Occasional lifting of up to 25 pounds of equipment or material

**Salary Grade:** 4 (Midpoint range)